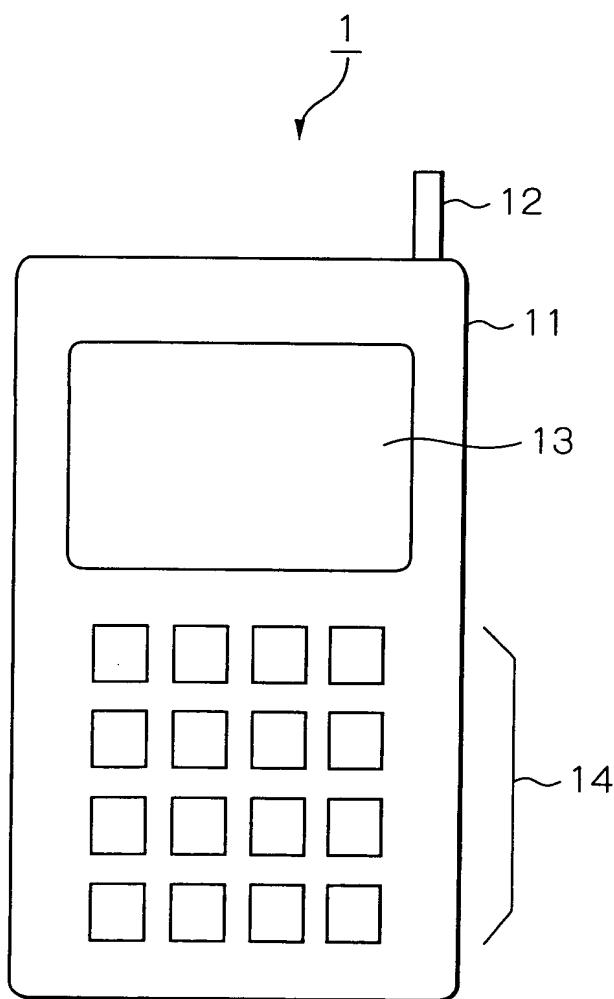


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Q77150-----Filed August 28, 2003

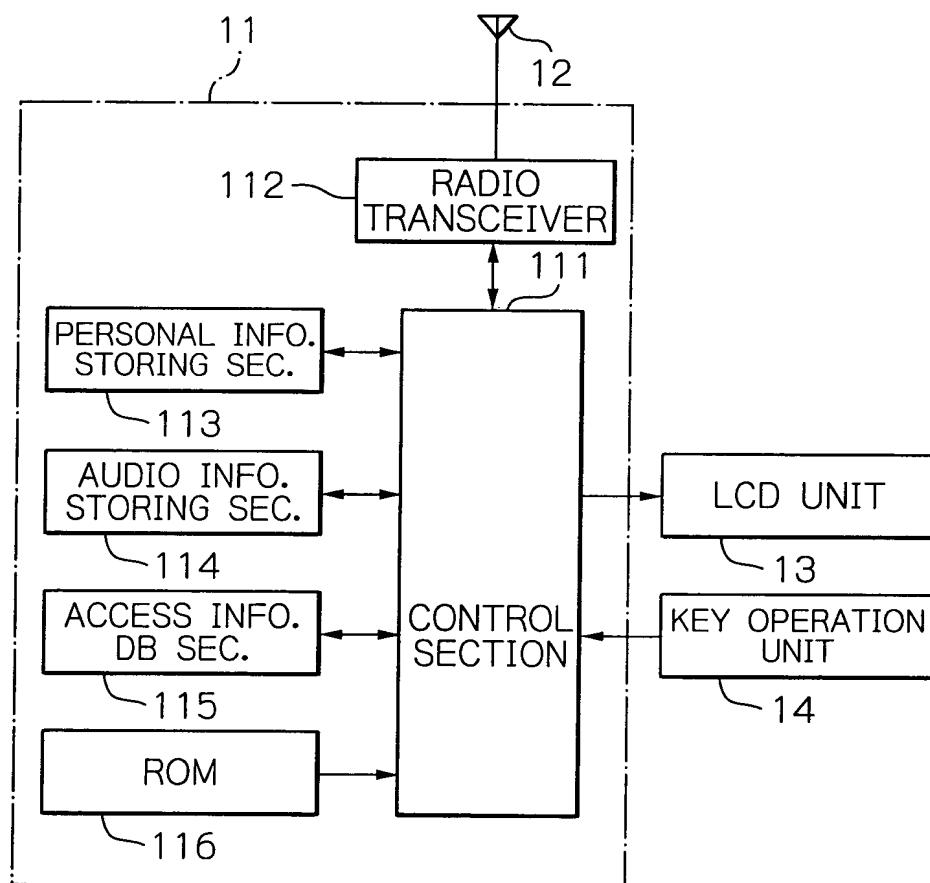
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Fig. 2



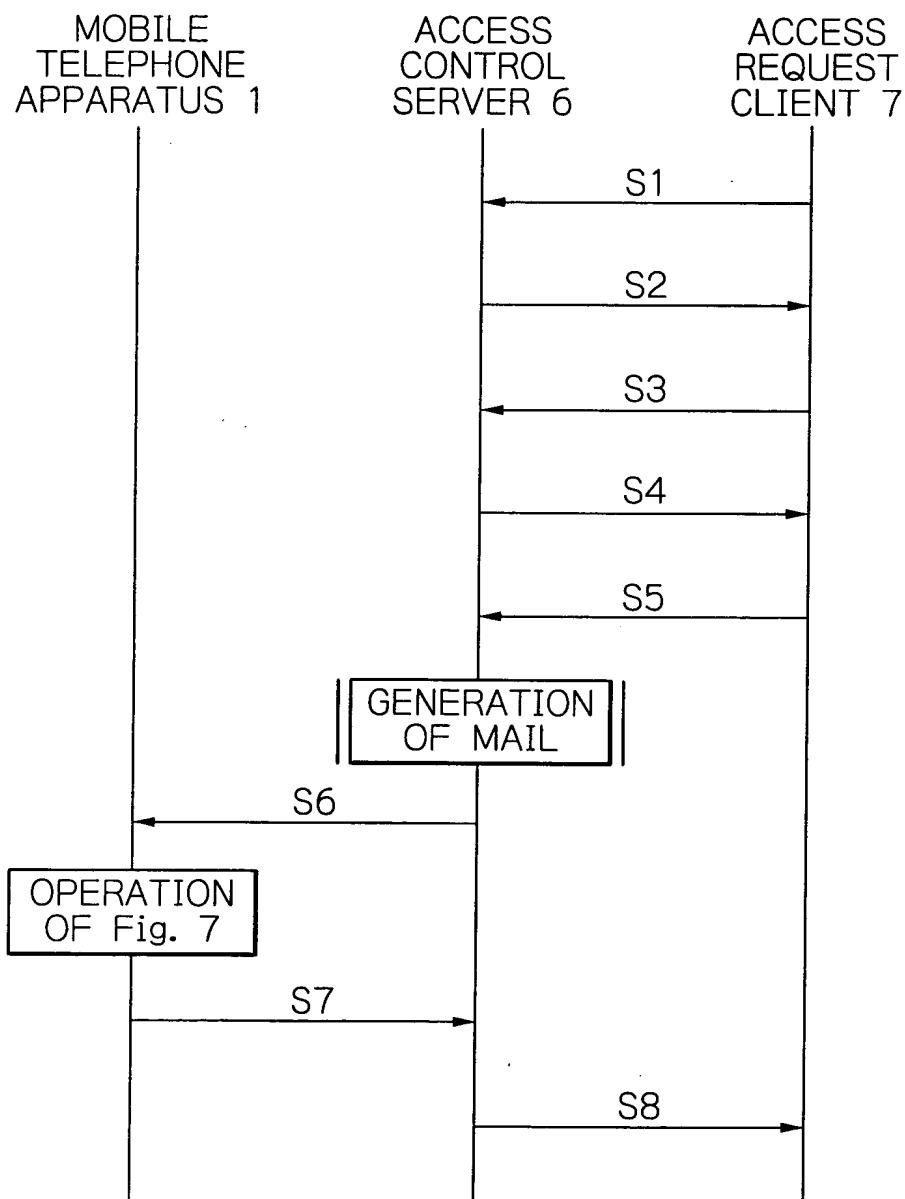
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Fig. 3



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Fig. 4



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9

Fig. 5A

```
Subject : reference request
From : xxx@k-tai.com
.....
<start>
<password> zzz
<action> reference
<object> directory
<initial> a
<end>
```

Fig. 5B

```
Subject : reference request
From : xxx@k-tai.com
.....
<start>
<password> zzz
<action> reference
<object> mail
<date> today
<end>
```

Fig. 5C

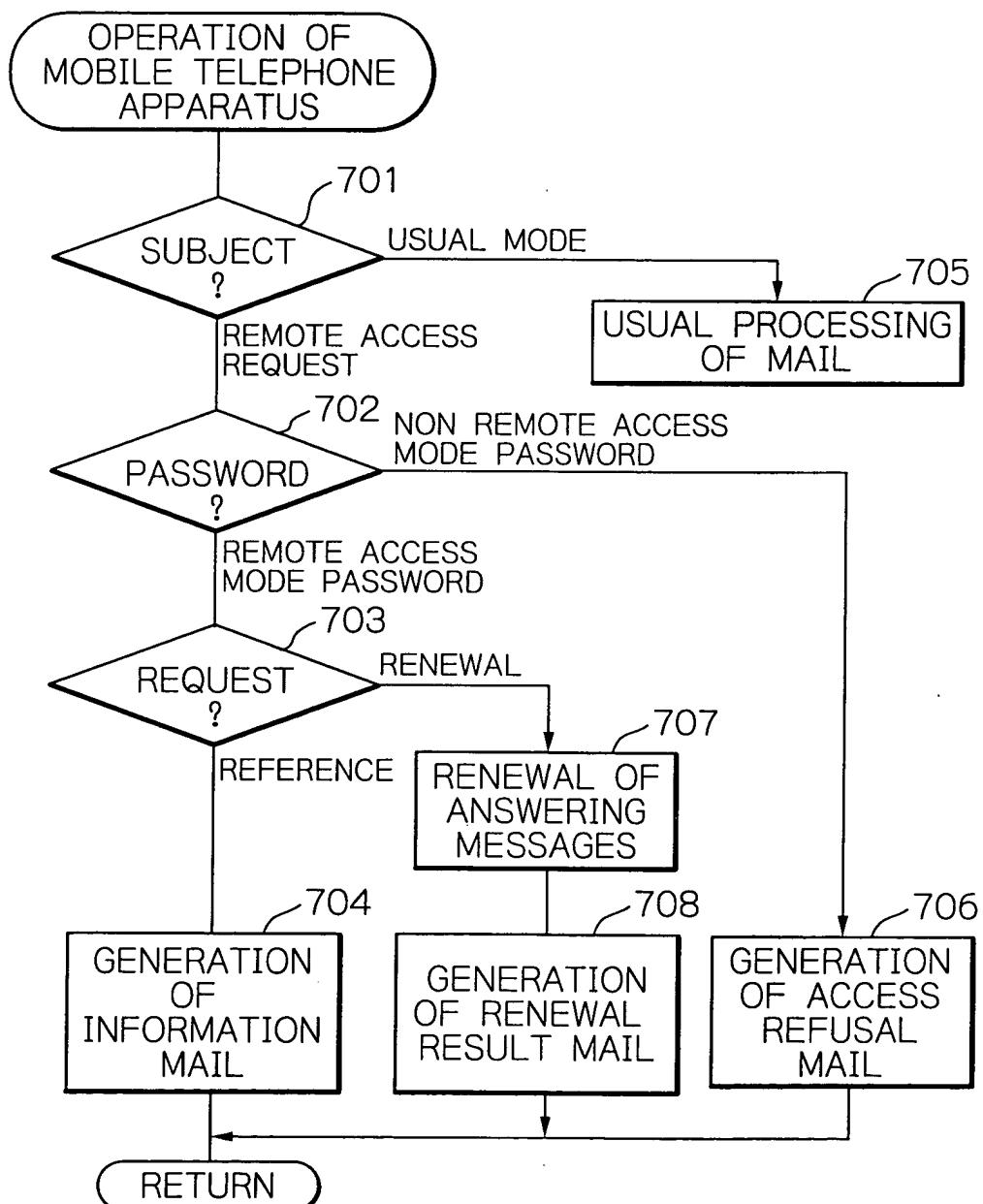
```
Subject : reference request
From : xxx@k-tai.com
.....
<start>
<password> zzz
<action> reference
<object> schedule
<date> today
<end>
```

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9

Fig. 6

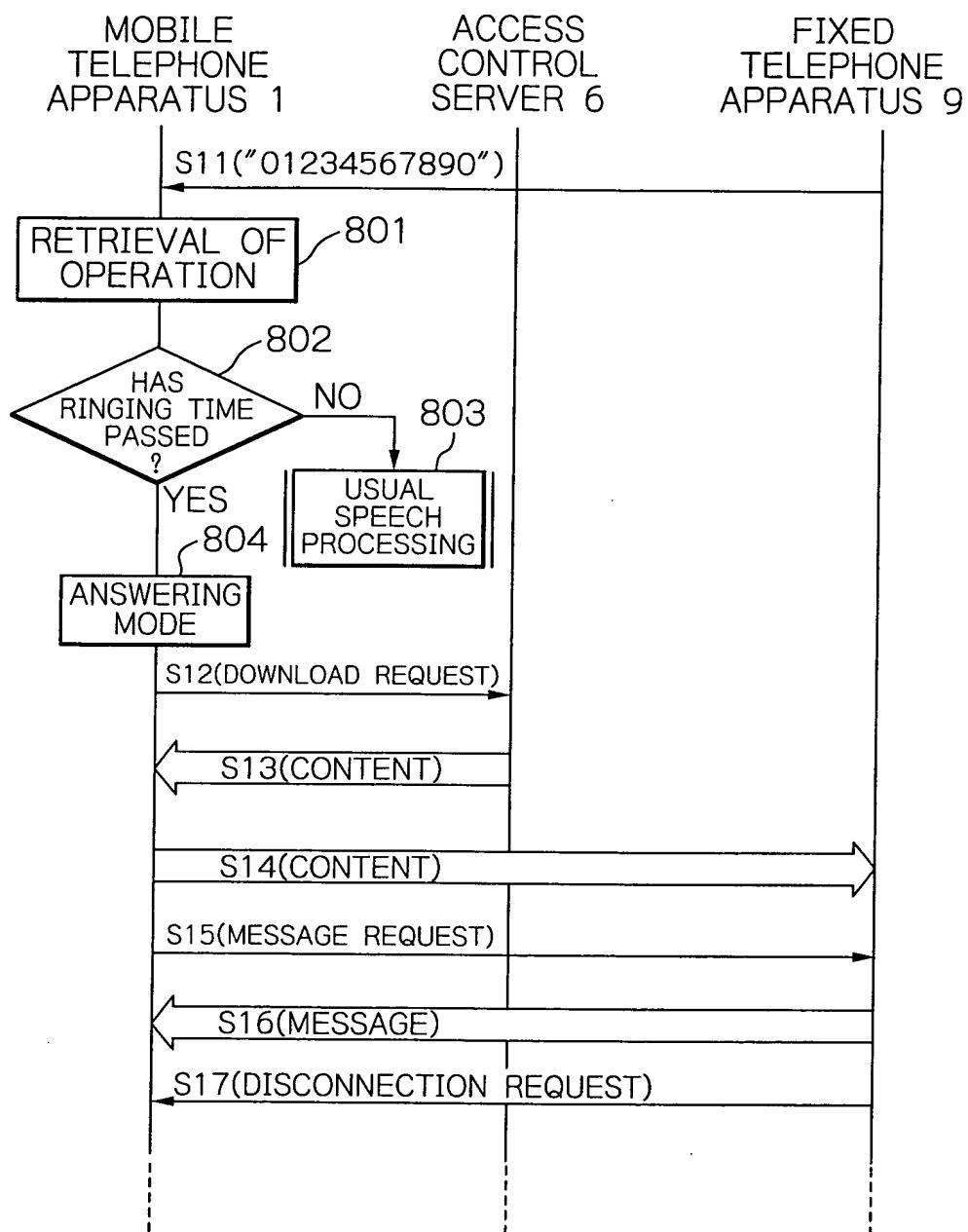
```
Subject: renewal request
From: xxx@k-tai.com
.....
<start>
<password> zzz
<action> answering message renewal
<object> ALI, as 1, wav
          Mr. X as 2, wav
          Ms. Y as http://k-tai.com/3. wav
<end>
.....
attached files
1. wav 2. wav
```

Fig. 7



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Fig. 8



9
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Fig. 9

